



VIDEOCONFERENCE CENTER

User's Manual



Department of Accounting and General Services
Information and Communication Services Division

INTRODUCTION

The Videoconference Center User's Manual has been created as a guide to assist the employees within the Executive, Legislative, and Judicial Branches of the State of Hawaii to operate the State of Hawaii Videoconference Centers.

The material contained herein has been developed based on the information available at the time of printing. Revisions to this manual will be issued as necessary. Previously issued versions of the Videoconference Center User's Manual will be considered null and void after the issuance of any revised versions. To obtain a current version of the Videoconference Center User's Manual, please contact the following office:

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Information and Communication Services Division (ICSD)
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Overview

In 1988, the State of Hawaii passed the Hawaii Strategic Program Initiative for Telecommunications and Computers. As a part of this initiative, the State developed a videoconference network to improve the communication among its government agencies and between the government agencies and the public.

What Is a Videoconference Center?

A Videoconference Center (VCC) is a facility that enables people to communicate with each other in real time video and audio modes. The VCC is capable of operating in two modes, point-to-point (a conference between two sites) or multi-point (a conference between 3 or more sites). In multi-point mode, only the dominant site (the one that is talking) will be shown to all participants. Most videoconferences are interactive and go back and forth between two sites.

How Are the State's VCCs Used and who can use them?

The VCCs enables State agencies to conduct interactive conferences without traveling to a central meeting site. Agencies save on expenses for airfare, room and board, and ground travel. It is much cheaper and economic to have 12 people participate in a videoconference locally, then to have to pay for 12 round trip airline tickets. Additionally, employees will be in the office more since they travel less.

Potential uses for the VCCs include product demonstrations, informational presentations, training sessions, project updates, staff meetings, business seminars, and introduction of staff members (matching that voice with a face), to name of few.

The State of Hawaii allows the use of its Executive Branches VCCs at no cost to the agencies (certain situations may call for the agency to pay a fee). Agencies of the Executive, Judiciary, and Legislature branch are welcome to use the VCCs, to include county-government agencies.

Federal government agencies, non-profit and private organizations can use the VCCs provided a State or county agency is involved in the conference. Exceptions made on a case-by-case basis.

On conference day, all sites must have at least one person present who is familiar with operating the controls of the video conferencing equipment.

What Is the VCC Network Technology?

The VCCs are linked together through the Hawaii Wide Area Integrated Information Access Network (HAWAIIAN) and the Capitol Center Broadband Local Area Network developed by the State of Hawaii.

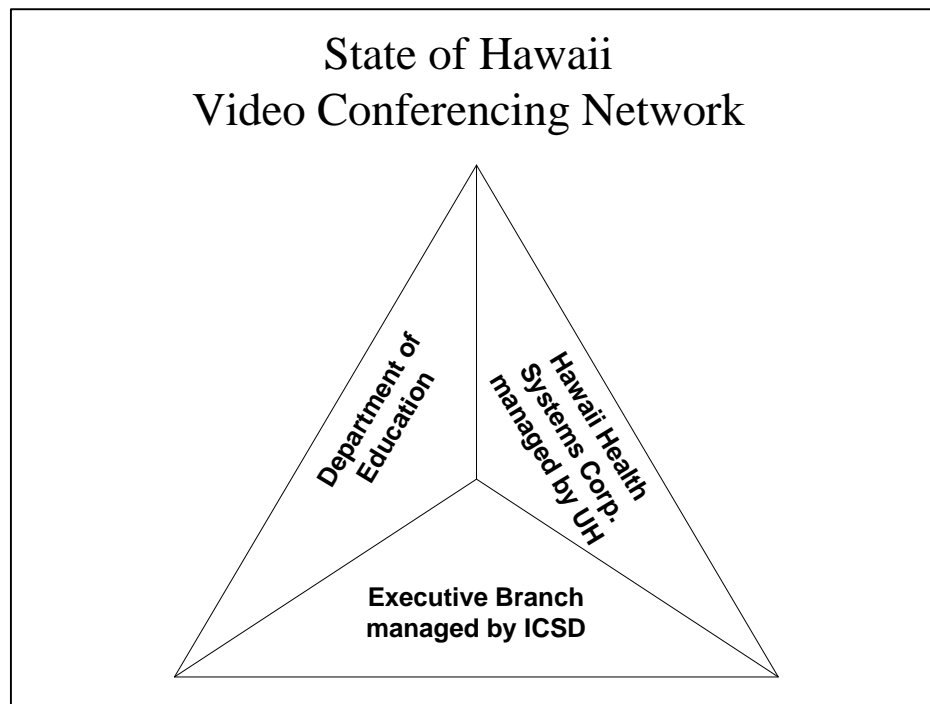
Video and audio data are digitized and compressed, and transmitted over copper wiring and microwave signal following the International Telecommunication Union's (ITU) H.320 standard for transmission of video and audio over a digital telephone line.

A videoconferencing equipment manufacturer that develops a H.320 standard based system can interoperate with another manufacturer's H.320 standard videoconferencing equipment. Very much in the same way those different brands of IBM compatible personal computers operate with each other today.

State of Hawaii's Video Conferencing Network

The State of Hawaii's video conferencing network is growing everyday. Currently there are three major independently operated video conferencing networks. The Executive Branch (which ICSD manages), the Department of Education (DOE), and the Hawaii Health Systems Corporation (HHSC, formerly State Community Hospitals) together form a major part of the State of Hawaii's video conferencing network. Each independent network is capable of bridging (connecting) into sites outside of its network.

Other State agencies are finding out the benefits of using video conferencing and have chosen to implement their own VCCs. Although these agencies do not have the wide coverage as the State's three major video conferencing providers, they offer the possibility of an additional VCC site in your area should the owning agency wish to make it available.



VCC Locations

Executive Branch

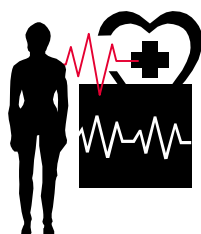
ISLAND	ADDRESS	SEATING CAPACITY
OAHU	Kakuhihewa Videoconference Center Kakuhihewa State Office Building 601 Kamokila Boulevard, Room 167B Kapolei, HI 96707 (808) 692-7180*	24 w/ partition closed 48 w/ partition open
OAHU	Kalanimoku Videoconference Center Kalanimoku Building 1151 Punchbowl Street, Room B10 Honolulu, Hawaii 96813 (808) 586-1920*	12-15
OAHU	Kapuaiwa Videoconference Center Kapuaiwa Building 426 Queen Street, Room 204 Honolulu, Hawaii 96813	Not in service 24
OAHU	Keoni Ana Videoconference Center Keoni Ana Building 1177 Alakea Street, Room 302 Honolulu, Hawaii 96813 (808) 586-2173*	43
BIG ISLAND	Hilo Videoconference Center Hilo State Office Building 75 Aupuni Street, Basement Hilo, Hawaii 96720 (808) 974-6241*	12-15
MAUI	Wailuku Videoconference Center Wailuku Judiciary Building 2145 Main Street, First Floor Wailuku, Hawaii 96793 (808) 243-5775*	12-15
LIHUE	Lihue Videoconference Center Lihue State Office Building 3060 Eiwa Street, Basement Lihue, Hawaii 96766 (808) 274-3002*	12-15

* Telephone numbers are to the phones in the Video Conference Center. Do not call these numbers to place reservations. For reservations call 586-1900.



Department of Education (DOE) Locations

Oahu <ul style="list-style-type: none"> Kapolei State Office (4th floor) Kalani H.S. ITC 	Maui <ul style="list-style-type: none"> Maui H.S. Studio King Kekaulike H.S. Hana H.S. & Elem. 	Kauai <ul style="list-style-type: none"> Dist.Office (Lihue State Office Bldg.) Kapaa Middle Ele'ele Elem. Koloa Elem.
Molokai <ul style="list-style-type: none"> Kaunakakai 	Lanai <ul style="list-style-type: none"> Lanai Elem. & H.S. 	Big Island <ul style="list-style-type: none"> Waiakea H.S. (Hilo) Kealakehe H.S. (Kona)



Hawaii Health Systems Corporation (HHSC) Locations

Oahu <ul style="list-style-type: none"> Leahi Hospital Maluhia 	Maui <ul style="list-style-type: none"> Maui Memorial Medical Center Kula Hospital 	Kauai <ul style="list-style-type: none"> Kauai Veterans Memorial Hospital Samuel Mahelona Memorial Hospital
Big Island <ul style="list-style-type: none"> Hilo Medical Center Hale Ho'ola Hamakua Kau Hospital Kohala Hospital Kona Community Hospital 	Lanai <ul style="list-style-type: none"> Lanai Community Hospital 	

What are the VCCs capabilities?

The Executive Branches VCC network operates on the ITU H.320 videoconferencing standard. The VCC equipment is of the PictureTel brand and can interface with other brands of videoconferencing equipment that follow the H.320 standard. The VCCs are capable of doing point-to-point (two sites) or multipoint conferences (three or more sites).

IMPORTANT NOTE:

- Currently, the State's Executive Branch VCCs ***can only send and receive video transmissions at 384 Kilobits per second (Kbps)***. If an external VCC transmits at a speed of greater or less than 384Kb then the videoconference will not connect.
- Additionally, the Executive Branch VCCs ***can only accept a video transmission rate of 15 frames per second***. If an external VCC transmits at 30 frames per second then the videoconference will not connect.
- Therefore, in order for the Executive Branch VCCs to connect to an external VCC the external VCCs must be set for video transmission at 384Kb and 15 frames per second.

What Hours Are the VCCs Available for Use?

The ICSD managed VCCs are available for use during regular State office hours:

Monday through Friday, 8:00 a.m. to 4:00 p.m. (excluding State holidays).

Videoconferences held during these regular State hours are called *Prime Time Videoconferences*. Videoconferences that are held outside of the scheduled Prime Time days and hours are considered *Non-Prime Time Videoconferences*. Non-Prime Time Videoconferences require special coordination, and user agencies will be required to pay for support personnel's over-time, security, air-conditioning and electrical fees.

Parking

Kalanimoku Bldg. (Oahu)	<ul style="list-style-type: none"> • Building basement metered stalls • Metered street stalls on Punchbowl St. and King St. • City municipal lot behind Municipal building 	Quarters only Coins Coins and dollar bills
Keoni Ana Bldg. (Oahu)	<ul style="list-style-type: none"> • Queen Emma municipal lot • St. Andrews Priory School metered stalls • Queen Emma St. metered stalls • Alii Place • State Capital basement metered stalls 	Quarters only Coins Coins Attendant lot Quarters only
Kakuhihewa Bldg. (Oahu)	<ul style="list-style-type: none"> • Metered stalls 	Quarters only
Outer-Island	<ul style="list-style-type: none"> • Free parking or metered parking at VCCs 	

Note: Metered parking stalls have time limitations of two to three hours. Attendant lots charge by the hour.

Are there other sources of Videoconferencing information?

Further information about the VCC can be found at the ICSD website:

<http://olepe.icsd.hawaii.gov/dags/icsd/>

Is Training Available?

Training is available for up to 8 people at a given time. For two months out of the year (once during the first half of the year and once during the second half of the year), ICSD plans to conduct statewide VCC training open to all Departments. Training dates to be determined and published once known. Exceptions addressed on a case-by-case basis for training outside of the scheduled training months.

Classes are in the Keoni Ana VCC (room 302), and last an average of two hours depending on questions and the hands on portion. Training covers VCC policies and procedures, equipment features and operations, and tips on how to conduct a successful videoconference.

ICSD **does not** provide personnel to operate the VCC controls. It is the responsibility of the user agency to have people trained in the usage and operation of the VCCs. If you have questions pertaining to training please call Lionel Payes @ 587-5419.

Coordination

Executive Branch

1. Fill out ICSD form C-196 (Request to reserve the VCCs), and form C-196-A (Dial out billing information if applicable). See appendix A-D.

Dates may be reserved up to 90 days out from the date of the conference on a first come first served basis. Exceptions to this rule will be handled on a case-by-case basis.

2. Fax completed forms to 586-1882 or send form through State messenger. It is recommended that the user call in reservations at 586-1900 and then follow up with the form. This is the fastest method of securing the conference date and time. Be aware that reservations will not be considered confirmed until ICSD form C-196 is filled out and submitted. If form is not submitted within 48 hours after verbal reservations are made, user risks losing the date and time to another user.

Department of Education (DOE)

1. Let ICSD know both verbally and by filling out ICSD forms C-196 and C-196-A. See Appendix A-D.

Requests for DOE sites must be submitted at least 30 days before the conference date. Requests submitted less than 30 days out from the conference date will not be considered. DOE agencies have priority over non-DOE agencies for the use of the sites. DOE VCCs are generally not available during school breaks and holidays throughout the school year. However, coordination for usage during the school break can be made, but the DOE reserves the right to assess fees to non-DOE agencies. These fees would be to cover the cost of bringing in personnel on-site, and for utilities.

2. Fill out and submit to the school a DOE "School Facility Use Request Form" (form # BO-1) and "Liability Form" (BO-2). Forms can be attained from the school where the VCC is located at or at the following website <http://fssb.k12.hi.us/forms.htm>. The School should receive the forms at least 10 working days prior to the requested day of use. Authorization from the school to use the VCC is critical. No authorization, no usage of VCC.
3. Follow up with the school to see if approval has been given and let ICSD know of the decision. Once ICSD knows of the decision, ICSD will facilitate in the physical connection of all VCCs.

Hawaii Health Systems Corporation (HHSC, formerly Community Hospitals)

1. Let ICSD know both verbally and by filling out ICSD forms C-196 and C-196-A. See Appendix A-D.
2. Coordinate with HHSC VCC administrator for center availability, times, dates, and possible usage fees. Contact Susan Nakagawa at 733-4036 for more information. Be advised that HHSC will charge users for the use of their facilities. However, HHSC reserves the right to waive the user fee for non-HHSC agencies.
3. Let ICSD know of the decision. ICSD will facilitate in the physical connection of all VCCs on conference day.

Other VCCs – At this time due to the various different video conferencing systems on the market today, ICSD requires users who wish to conference with sites outside of the State to call Lionel Payes @ 587-5419 for further information and guidance.

Roles and Responsibilities

The Videoconference Centers (VCCs) are used by a variety of people from various departments across the islands of Hawaii. The following section explains the roles and responsibilities of the involved parties.

The Host Coordinator

For each videoconference reservation, there will be one Host Coordinator. This person usually is the one to request, organize and coordinate the videoconference, in addition to sending in ICSD form C-196. The Host Coordinator is responsible for acquiring physical access to the facility if during off peak hours, and ***making sure that each VCC involved in the conference has a person that knows how to use and control the videoconferencing equipment.*** If training is required, then the Host Coordinator must request training through ICSD, and make sure that the would be operators complete their training before the date of the conference. Additionally, the Host Coordinator is responsible for supplying any additional items needed for the videoconference (i.e. videocassette tapes, presentation boards, etc.).

As a rule of thumb, the Host Coordinator should schedule 30 minutes to an hour of prep time prior to the actual start time of the conference. There is no cost or penalty for this. The prep time is used for the testing of equipment, setup and presentation rehearsal. It will also allow for the troubleshooting of the equipment should something happen. You do not want to have the technicians troubleshooting while your audience is present. The audience is there for a conference and not to watch someone troubleshoot the equipment.

The Site Coordinator

The Site Coordinator is a trained State of Hawaii or county employee, assigned and employed by the requesting/organizing agency. The Site Coordinator has the responsibility of assisting the Host Coordinator with the production of the videoconference. The Site Coordinator has two major areas of responsibility for the videoconference. The areas are Preparation and Production.

1. Preparation

Preparation for a videoconference involves checking the operation of the equipment to be used for the videoconference. The responsibilities and tasks for the VCC Operator are listed below, and additional duties may be required as needed.

- A. Is trained or is knowledgeable in the use and operation of the VCC.
- B. Arrives at the site at least fifteen (15) minutes before the actual start time of the videoconference and opens VCC if necessary.

- C. Checks each piece of equipment to insure it is functioning properly.
- D. Checks the audio and video transmissions being sent to and received from each of the remote sites.
- E. Briefs the videoconference attendees on the different methods of presentation available for the videoconference.
- F. Reviews the videoconference agenda with the Coordinator.
- G. Reviews the planned use of equipment with the Coordinator.
- H. Offers suggestions to the Coordinator to produce an effective videoconference.
- I. Calls the Assistance Center at least fifteen minutes prior to the scheduled end of the videoconference, if the conference needs to be extended.
- J. Assures that no food or drinks are brought inside the VCC.
- K. Is responsible for any missing equipment.

2. Producing

Producing a videoconference involves providing technical services during the meeting. The responsibilities and tasks to be accomplished by the Site Coordinator are listed below, and additional duties may be required as needed.

- A. Operates the equipment at the local site to produce the videoconference.
- B. Assists the Host Coordinator with the conducting of the videoconference.
- C. Turns off any equipment that was used during the videoconference (e.g., television monitors, videocassette recorders, slide projector). ***DO NOT turn off the CODEC unit unless told to do so by ICSD support staff.***
- D. Reports all equipment and/or transmission problems to the Assistance Center (586-1900).
- E. Cleans up the videoconference room after the session has ended.
- F. Assures that all attendees vacate the VCC within 15 minutes following the end of the videoconference.

The Assistance Center

The Assistance Center is a section within the Information and Communication Services Division (ICSD) of the Department of Accounting and General Services. It is responsible for the scheduling and programming of the video conferencing network for the Executive Branch of the State of Hawaii. Their responsibilities include the scheduling of VCC reservations and first tier user support. If users encounter any problems during the videoconference they must call the Assistance Center at 586-1900.

The Assistance Center will not operate the VCC controls during a conference.

Reservation Procedures

How To Schedule A Videoconference

A videoconference can be scheduled up to 90 days out from the actual date. ***However, exceptions to this rule will be handled on a case-by-case basis.*** If a user requesting a particular date/time finds out that it has been reserved and then it is the user who has to select another date or time slot.

Any State or county agency that plans to hold a meeting in the videoconference center (VCC) must designate an employee as the Host Coordinator. The Host Coordinator has overall responsibility for the VCC arrangements including arranging for Site Coordinators at each VCC site that will be used in the meeting. The responsibilities and tasks that need to be considered in arranging for a videoconference are:

Step 1 Select date and time.

- A. The Host Coordinator chooses a date and time. The selected time should be one-half to one hour before the actual conference is to take place. If first conference of the day, then the host schedules 8:00am but tells participants that the conference starts at 8:30am.
- B. The Host Coordinator contacts the Assistance Center, telephone number 808-586-1900, for the availability of the VCCs.
- C. The Assistance Center checks the master schedule. If the desired date and time is available, the videoconference will be programmed into the system.
- D. If external (DOE, HHSC, or private) sites are to be connected then the user must list those sites and coordinate with the relevant POCs.

Step 2 Submit the reservation request form.

If the desired date and time is available then the Host Coordinator will complete the Request to Reserve the Video Conference Centers. ICSD form C-196 (see Appendix B for an example) and send it by State messenger or facsimile to the Assistance Center, fax number 808-586-1882. Note: The Host Coordinator should call the Assistance Center to verify receipt of the facsimile.

Step 3 Process the reservation request form.

- A. The Assistance Center will call the requestor to confirm the reservation.
- B. If the Assistance Center does not receive a completed Request to Reserve the Video Conference Center form (ICSD C-196) within 2 working days

of making a telephone reservation, the reservation will automatically be deleted from the schedule.

How To Cancel A Confirmed Videoconference

The Host Coordinator that submitted the reservation request form is the person who is responsible for canceling the scheduled videoconference. The Host Coordinator documents the cancellation by submitting a copy of the original Reservation Request form to the Assistance Center with the cancel date and cancelled by boxes completed (boxes 23 and 24 - see Appendix C for an example). The Assistance Center will confirm the cancellation with the Host Coordinator.

How To Extend A Videoconference

The Host Coordinator telephones the Assistance Center at least fifteen minutes before the scheduled completion of the videoconference. If it is possible, the Assistance Center will extend the timeframe for the videoconference.

How To Schedule A Non-Prime Time Meeting

The use of the videoconference centers outside of the regular hours of operation will be allowed on a case-by-case basis. Approval will depend upon the state agency complying with security and operational needs of the videoconference sites. The following requirements must all be met at least five working days before the conference.

- A. Security – The requesting agency will be responsible for any damage to the equipment or videoconference site. The agency will hire any and all security guards as would be appropriate for the type of conference being staged. This security would apply for both the building and the videoconference room. It is recommended that security personnel be present for conferences where there is a need for crowd control.

The agency will inform ICSD's Assistance Center in writing of the security that will be provided at least five working days before the conference. If ICSD deems it as inappropriate, the agency will be asked to provide more security.

- B. ICSD Personnel – ICSD personnel need to be present at all videoconference sites outside of the normal operational hours. Each neighbor island site will require one ICSD personnel and the Oahu sites will require two ICSD personnel to be present. The state agency will reimburse ICSD for the overtime cost of the ICSD personnel that were present at the videoconference. A letter stating the agency will pay for ICSD service needs to be sent to ICSD's Administrator. Agencies should plan at least ten working days in advance for ICSD personnel to be available.
- C. Building Access – The ICSD personnel on duty at the site will have the keys to the building (except for the Maui VCC site, see below) and the VCC room. The requesting agency will provide personnel or security as necessary at the entrance of the building.

If one of the conference sites is the Wailuku videoconference center, the requesting agency will contact the Maui Department of Public Safety's Sheriff Division at 244-2900 for after hours access to the site. Any cost incurred will be the responsibility of the requesting agency. A letter needs to be sent to the AC confirming that access will be granted at least five working days prior to the conference.

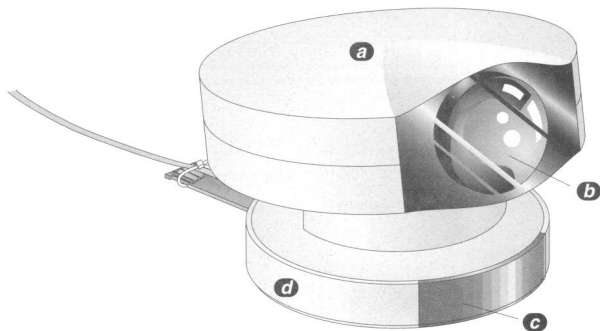
- D. Air Conditioning – The Keoni Ana building's air conditioning is turned off at 4:30 p.m., therefore, if this site is being used, the requesting agency shall make arrangements with the Department of Accounting and General Services, Public Building Management Service branch at 831-6734 for air conditioning during the hours of the conference. The cost of the air conditioning will be the responsibility of the agency.

Note: The Kalanimoku VCC and the Kakuhihewa VCC are available for prime time videoconferences only.

Videoconference Center Equipment & Special Features

The Videoconference Centers (VCCs) have a variety of equipment installed for the convenience of the people who will be using the facilities. Although not every type of technology has been included, the site does have sufficient capabilities to handle the needs of most videoconferences. Listed below are pictures of the equipment available to the user and a brief explanation of their usage during a videoconference.

Camera



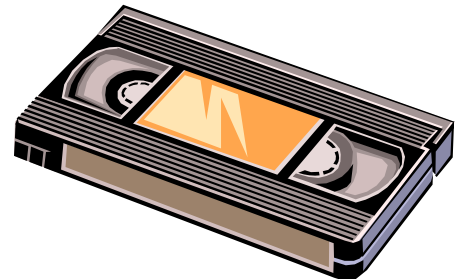
- Main Camera - Used to send the video of the conferees and/or participants. This is the main video camera in the VCC. It is located above the monitor.
- Pan / tilt camera head (a)
- Zoom lens (b)
- Infrared receiver window (c)
- Camera base (d)
- Rear Camera - Used to send the video of the lecturer and/or easel. Note: Only Keoni Ana rear camera is operational.

Monitor

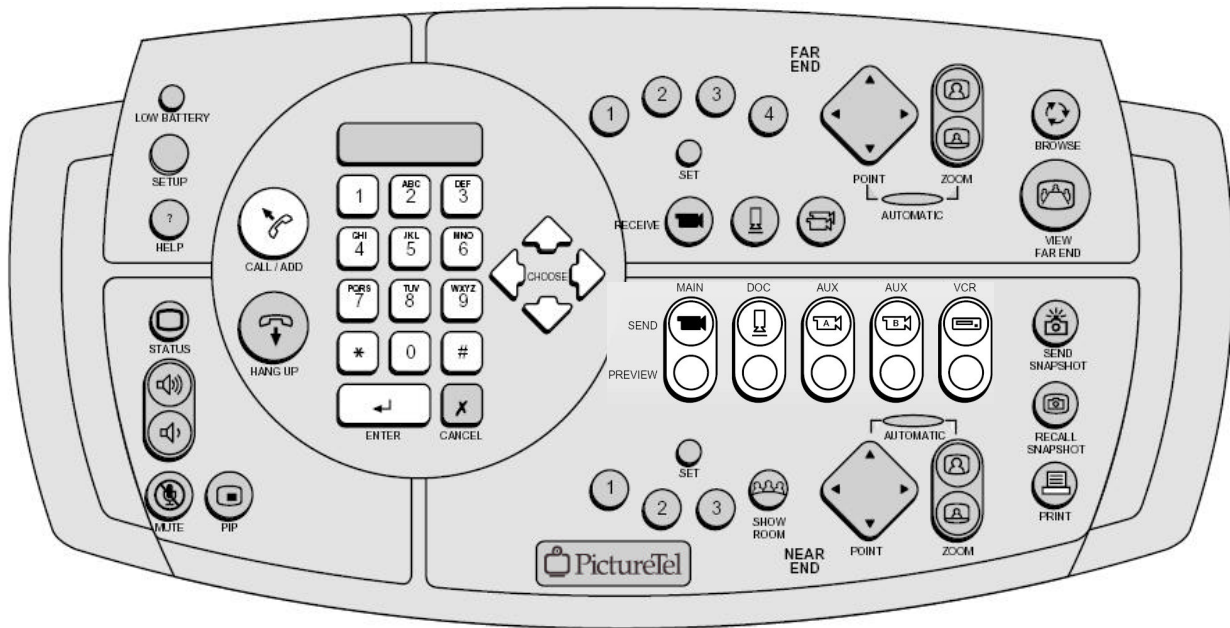
- Monitor - Used to allow participants to view the site they are meeting with. You may also view help screens, messages, menus, and high resolution still images called snapshots.
- Picture-in-picture (PIP) - Appears in the lower right corner of the monitor screen. It can be toggled to display either the image you are sending to the far end or the image of the participants at the remote location.

Videocassette Recorders

- Video Cassette Recorders (VCRs) are **VHS format only**. User supplies own tape for recording. Recommend VHS-120 tapes (record time 6hrs. in EP mode).
- Record VCR - Used to record the videoconference while it is in progress. Playback VCR - Used to present a prerecorded tape during a videoconference.



Keypad Wireless Controller



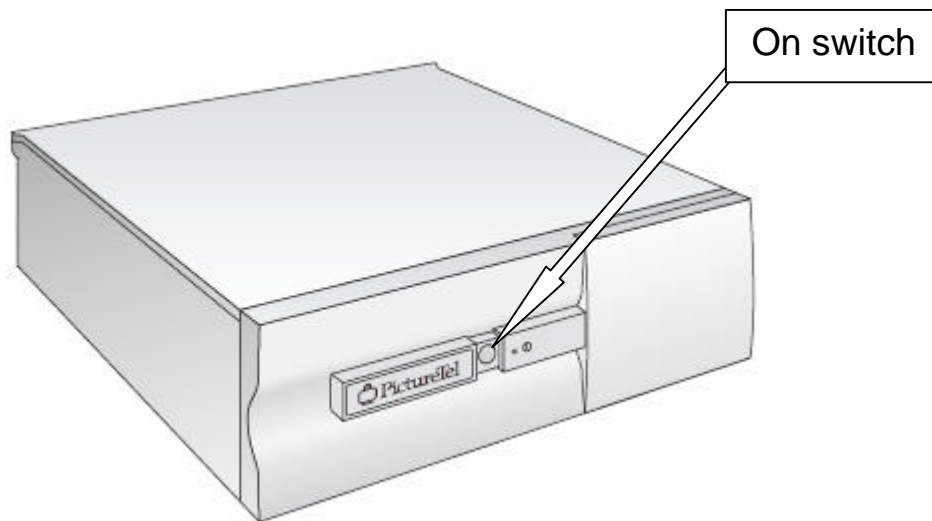
- Controls the videoconferencing system by sending infrared signals to the infrared signal receiver on the main camera. The keypad is wireless. It can be used up to 50 feet away from the main camera and still control the videoconference. By pressing buttons on the keypad, you can send video images from one camera at a time, adjust the audio volume, or manipulate the main camera.

Microphone

- Used to provide a consistent audio level of the lecturer's speaking voice or participant's speaking voices to the remote sites. The microphone picks up voices within a 14-foot radius.



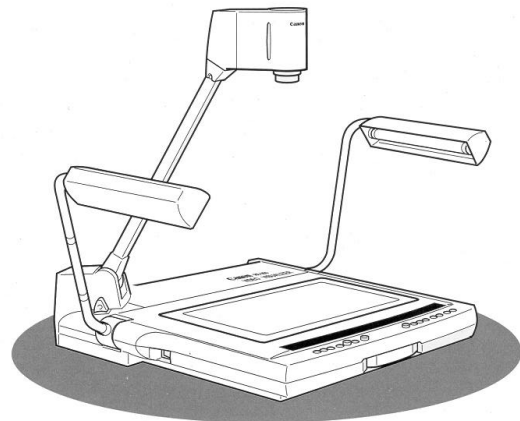
Coder / Decoder (CODEC) Unit



- The CODEC (Coder-decoder) unit houses all of the systems electronics. This unit transforms live video and audio into computer data for sending to another videoconferencing system. The CODEC also converts received data back into live video and audio.
- CODEC should always be on. ***Do not turn off CODEC unless told to do so by support staff.***

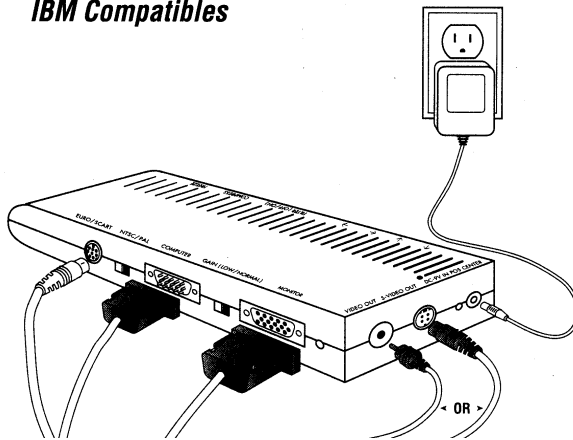
Document Scanner

- The Document Camera displays video images of a flat or three-dimensional source to the viewing participants. It has zoom capabilities, but does not pan and tilt.
- Flat source images consist of black and white or color paper documents and transparencies, pictures, slides and negatives.
- Three-dimensional source images consist of any type of real object, i.e. coffee cup, ball, piece of art, etc.
- The document camera is used in conjunction with a PC to display a PC screen on the front monitor. A scan converter must be hooked up between the PC and the document camera to convert the signal from the PC. Scan converters are available for use at all videoconference sites.



Laptop Interface

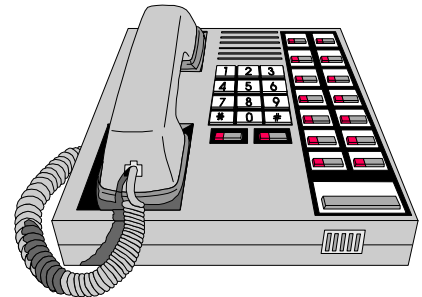
Connections for IBM Compatibles



- The Computer-to-Television scan converter is used to project computer screens onto the monitor during a videoconference.
- This device is connected to the Document Camera's external line input and the PC's video port or laptops external video port.
- This device is also compatible with Mac power books.

Phone / Speaker phone

- All VCCs have a phone / speakerphone for use. The phone may be used to link another party in to the conference via the hands free speaker feature. Note: party will not have video capability.



Internet Access



- Dial-up Internet access is available by plugging into the telephone line splitter at the wall outlet in the VCCs. The user must provide the telephone line. If the telephone line is used for the Internet, no outgoing calls can be made or be received. Note: The Kalanimoku VCC does not have this capability because it uses a multi-line telephone system.
- Direct Internet access is only available at the Keoni Ana (Capitol Center) VCC. The user must provide their own network patch cable and Ethernet network interface card (NIC). The user will have to configure their computer's Internet Protocol (IP) parameters before connecting to the network. Note: It is suggested that the user plan to arrive one to one-half hour prior to the videoconference to setup and configure the computer, and to test the direct internet access.

Preparing for a Videoconference

Nothing is worse then to have all your participants show up on time for the conference and have them wait while the presenter is setting up their equipment or a technician is troubleshooting a problem. Therefore, it is highly recommended that there be at least 30 minutes to an hour of “prep time” scheduled before the actual conference start time.

The site coordinators should be the first ones to arrive at the VCCs. In preparation for the conference they should do the following:

Turn on the Monitor and other peripherals

When you enter the videoconferencing center the monitor, VCRs and document scanner will be off so you will need to power it on, and to erect the document scanner.

NOTE: It is standard procedure that when a videoconference ends to power down the monitor, VCRs, and document scanner.

Testing the Camera and Keypad Controls

The keypad is a wireless unit that is powered by four AA batteries. The batteries need to be checked before the videoconference begins. Pan the camera in all directions by pressing the Point and Zoom buttons located in the Near End section of the keypad. Pay attention to the camera and monitor as you press the controls on the keypad. If the keypad is working properly, you should see the camera move, and see the images of the room on the monitor as you pan and zoom the camera.

The upper left corner of the keypad contains a LOW BATTERY indicator light. When pressing any of the keypad keys watch the LOW BATTERY indicator light. If the light flashes red, this signals that the batteries are weak and need to be replaced. Notify the Assistance Center of the problem by calling 808-586-1900. You will receive instructions on how to change the batteries or can reference Appendix D of this manual.

Additionally, in order for the keypad to function properly, it must be within 12 feet of the camera, and no more then 30 degrees left or right of the center of the camera.

Previewing Cameras

Previewing is looking at an image in its entirety from one of the camera sources before it is sent to the far end (remote site). Previewing allows an image to be adjusted, if necessary, before it is sent.

To preview and adjust the image from a camera source:

1. Choose the camera source you want to preview by pressing the appropriate PREVIEW button. The image from that camera source is displayed in the main portion of your screen, but not at the far end.
2. If the image needs to be adjusted, do one of the following:
 - When previewing a point, tilt, and zoom (PTZ) camera, use the NEAR END (local site) POINT and ZOOM buttons on your keypad to adjust the image. The FAR END buttons are not used.
 - When previewing a document camera, use the controls on the document camera to adjust the image.
 - When previewing a VCR (with a videotape playing), use the controls on the VCR to adjust the image.

Setting Presets On The Keypad

A Preset is a function that enables the user to move the camera rapidly to a user-defined point at the press of a button. For example, you can set one preset button to automatically show all participants seated at the conference room table, and you can set another preset to show a flipchart in the room.

The wireless keypad can store up to four near end camera presets. These presets can be set at anytime before, during, or after a videoconference. However, it is recommended that the presets be established before the videoconference begins so the flow of the meeting is not interrupted.

To set a near end camera preset button on the keypad:

1. Preview the video source you want to set by pressing the appropriate PREVIEW button.

The image from that camera source is displayed in the main portion of your screen.

2. Adjust the selected camera using the NEAR END POINT and ZOOM buttons.

The image on the screen can be checked and this step repeated until the camera is positioned appropriately.

3. Press the NEAR END SET button.
4. Press a preset number button to store that camera position.
5. Make a note for yourself as a reminder of each preset that has been setup.

Using a PC during the Videoconference

PC screens can be shown on the front monitor using the document stand in conjunction with the scan converter. To connect the PC:

1. Supply power to the Scan Converter unit by plugging the connector from the power cube into the power connector (labeled “DC-9V IN”). Plug the power cube into an outlet.
2. Plug the VGA Extension Cable (labeled “Scan Converter (Computer)”) into the PC port of the Scan Converter (labeled “COMPUTER”). Then, plug the other end of this cable (labeled “Laptop”) into the external VGA connector on your laptop or PC.
3. Plug the remaining cable (labeled “S-Video Out – Scan Converter”) into the “VIDEO OUT” connector on the Scan Converter. Plug the other end of this cable (labeled “S-Video In – Document Camera”) into the back of the Document Stand in the open S VIDEO connector location.
4. You must press the “INPUT SELECT” button on the front of the Document Scanner for the image to switch from a document view to a PC view. To return to a view of your document, press “INPUT SELECT” again.

Handouts

Did you remember to email or fax participants the handouts and agenda prior to the conference? Some VCCs may not afford easy viewing of the monitors due to the large size of the room, therefore, handouts enhance the effectiveness of a videoconference.

Conducting a Videoconference

During a videoconference, there are a variety of basic tasks that may need to be performed. For example, you may wish to mute your microphone, adjust the volume, or remove or display the picture-in-picture window. The following are instructions on performing these and other basic videoconferencing tasks.

Muting The Microphone

At anytime if you do not want the far site to hear your conversation you can stop audio to the far end by:

Press the MUTE button.



The MUTE icon will appear on the bottom left corner of the monitor. When the icon is visible no one on the far end can hear you.

To enable audio press MUTE again to resume sending sound to the far end.

Adjusting The Sound Level You Hear

You can increase or decrease the volume of the sounds you hear from the far end by pressing the keypad VOLUME control button until the sound you hear is acceptable.



Do NOT use the volume control buttons on your monitor to adjust the sound.

Displaying And Removing The PIP

You can display or remove the picture-in-picture (PIP) window anytime before, during, or after a videoconference.

To make the PIP appear:

Press the PIP button.



The PIP screen appears in the lower right corner of the monitor screen.

To remove the PIP screen:

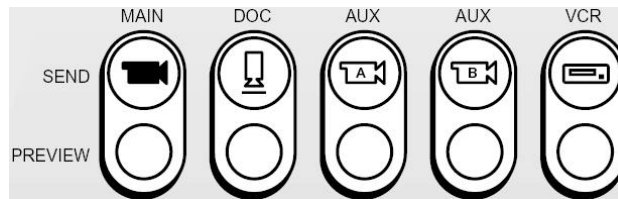
Press the PIP button again.

Even if you have the PIP turned off, it will come on automatically when you move the camera to allow you to see what you are adjusting.

Normally, the PIP shows the image you are currently sending to the far end. However, while you are viewing a snapshot or previewing a camera source, the PIP displays the far end.

Selecting Another Video Source

There are three basic video devices connected to the videoconference system. They are 1) the front camera, 2) the document camera, and 3) a record and a playback VCR. Some of the VCCs also have a 35mm slide projector.



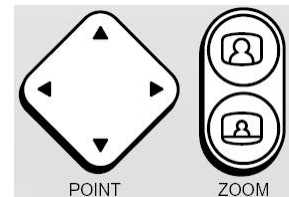
To switch between these sources during a videoconference, simply press the SEND button for the appropriate camera source. For example, to switch from sending video from the main camera to sending video from the document camera, press SEND DOC. When you do this, the far end sees the video from the document camera.

To return to sending video from the main camera, press SEND MAIN.

Adjusting The Camera

During a videoconference, the cameras may need to be adjusted to show a different speaker or to zoom in or out on participants.

To adjust the main camera, use the NEAR END POINT and ZOOM buttons, which let you pan, tilt, or zoom. The PIP window is automatically displayed so you can see the view from the camera.



To adjust the document camera, use the manual controls on the document stand to zoom in, zoom out, or focus. You can also pivot or move the document camera so that it captures the appropriate image.

Displaying Help Screens

The help screens appear when you press the HELP button. You can display help screens before, during, or after a videoconference.



The type of help screen you see depends on what you are doing when you press the HELP button. If you press HELP while no menu or screen is being displayed, the Main Help Menu appears. When you display the help screens, the far end participants do not see them.

To view the Main Help Menu:

Press **HELP** when there is no other menu or screen being displayed.

The Main Help Menu appears.

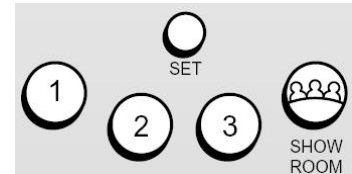
From this menu you can display the keypad help screen for help on keypad buttons, or you can display a task help screen that describes how to perform a particular task.

Using Stored Camera Presets

Once you have set near end presets, you can activate the stored camera positions simply by pressing the preset number buttons on the keypad.

To position a near end camera using a camera preset:

Position the camera on the person then press the **SET** button. You will be asked where you want to store the preset, just press one of the numbered buttons. This will store the camera position so you can recall it at the press of a button.



Sending A Snapshot

A snapshot is a high-resolution, electronic still image, similar to a photograph. The near end and the far end can view the snapshot simultaneously.

To simultaneously capture and send a snapshot:

1. Select or preview a near end video source by pressing a **PREVIEW** button.
2. Adjust the selected camera using the **POINT** and **ZOOM** buttons (or the manual controls on the camera, if it has them).
3. Press **SEND SNAPSHOT**.

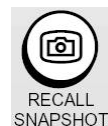


The snapshot is displayed on the far end monitor screen and on the near end monitor screen.

When you are finished viewing the snapshot, press **VIEW FAR END** to return to viewing the far end.

Recalling A Snapshot

When you recall a snapshot, you view the last snapshot you sent or received. To recall a snapshot, press **RECALL SNAPSHOT**. The snapshot is



displayed on the monitor screen again. It is not sent to the far end unless you press SEND SNAPSHOT again.

When you are finished viewing the snapshot, press the VIEW FAR END button to return to viewing the far end.

Using A VCR During A Videoconference

To record the videoconference:

1. Power on the record VCR.
2. Insert a blank videocassette into the record VCR.
3. Begin the videoconference.
4. When you wish to begin recording the videoconference, press the RECORD button on the VCR.
5. When you wish to stop recording, press the STOP button on the VCR.

To play a videotape during your conference:

1. Power on the play VCR.
2. Insert the videocassette into the play VCR and press play if the VCR does not automatically start playing.
3. Preview the video you are sending from the VCR by pressing the PREVIEW VCR button on the keypad. When you do this, video from the VCR appears on the monitor. You can see and hear the videotape, but the far end participants do not.
4. Press the SEND VCR button on the keypad system to send video from the play VCR to the far end. The far end sees the video from the videotape. They hear the audio from the videotape and your voices talking over the videotape as well. Likewise, you hear the audio from the videotape and participants voices from the far end.
5. To see the video from the VCR that you are sending to the far end, press the VCR PREVIEW button again. This will enlarge the video coming from the VCR.



Note: If you press the MUTE button while you are sending video and audio from the play VCR, only the audio from the microphone is muted. The far end can still hear the audio from the videotape.

Displaying System Status

You can display the system status bar anytime you want to find out the state of the VCC system. The status bar shows you the status of the video call, what video source you are sending, and the system time. You can leave the status bar up on the screen throughout the videoconference or remove it.

To display the status bar:

Press STATUS.



You see the status bar at the top of your screen.

To remove the status bar from your screen, press STATUS again.

The possible entries on the status bar are explained in the table below.

Suggestions for Successful Videoconferences

The following is a list of suggestions to assist the Host Coordinators and Conferees when participating in a videoconference.

1. The Coordinator should publish an agenda, and make public the rules for asking questions prior to the conference starting.
2. Some VCCs may not afford easy viewing of the monitors due to the large size of the room. Therefore, if you are doing a PowerPoint slide show it is highly recommended that you fax, email or give participants a hard copy of the presentation. This will assist those who cannot see the monitor and give them something to write on and take with them after the conference.
3. Use the document camera, slide projector, videocassette player, or laptop computer to enhance your presentation. Visual aids make a presentation memorable.
4. If you are going to use a laptop to do a Powerpoint presentation then it is highly recommended that you bring a printed copy (color or black and white) of your presentation for back up purposes. The laptop interface device that hooks in to the VCC does not work with all laptops, more so the newer ones. If the interface does not work on conference day then you can use the document camera and printed copies of your presentation to continue with your videoconference.
5. The microphone is very sensitive and picks up every sound within its operating radius. You can achieve good voice quality if you speak in a normal voice without shouting.
 - Speak toward the microphone without leaning into it.
 - Keep the microphone area clear of objects or papers that may obstruct voice pickup.
 - Keep paper rustling to a minimum.
 - Refrain from tapping fingers on or near the microphone.
6. Speakers should make eye contact with the remote sites by looking directly into the camera, and avoid quick body movements, which results in a “strobe” effect when transmitted over the network.
7. For multi-point conferences it is suggested that a role call of all sites be conducted. This will test if the switching capability of the camera is working and allow you to verify that all the VCCs are up and operational.
8. During multi-point conferences all sites, excluding the presenter’s site, should mute their microphones so that the camera will not inadvertently switch off of the presenter should there be any noises.

Rules and Regulations for Using the Videoconference Centers

1. All participants must be aware of and obey all laws, statutes, and executive directives, governing the State of Hawaii.
2. Smoking, eating, and drinking are NOT permitted at any time inside the Videoconference Centers (VCCs).
3. Repair and/or replacement cost of equipment and/or furniture due to breakage as a result of misuse and/or abuse by any participant will be billed to the Host Coordinator's department.
4. Reservation request forms are accepted on a first-come/first-served basis via telephone/facsimile equipment and must be for government related business and events.
5. Priority on the use of the VCCs will be given to the State of Hawaii Executive, Judiciary, and Legislative branches over any other governmental entities (federal or county).
6. No animals are permitted within the VCCs without prior approval from the Information and Communication Services Division (ICSD).
7. Reservation request forms must be received by the Assistance Center at least two working days (48 hours) after reserving the date/time via telephone. Any videoconference that has been scheduled by telephone will be cancelled within two working days if a written reservation request is not received by the Assistance Center.
8. To change a previously scheduled reservation, another Reservation Request form must be submitted to the ICSD and a cancellation must be reported to the ICSD immediately regarding the original reservation.
9. Cancellations must be given to the ICSD as soon as possible via facsimile or mail. Not using the VCC resources when reservations have been made will be cause for revoking the use of the VCCs.
10. Participants must straighten and return the VCC to its original condition after each videoconference. Power off the VCRs, document scanner, monitor, and room lights.
11. VCC availability schedule:

Prime Time Days: Monday – Friday (excluding holidays)

Prime Time Hours: 8:00 a.m. - 4:00 p.m.

12. Arrangements may be made to use the VCCs outside of the designated prime time hours. Approval from the Department of Accounting and General Services will be obtained by the ICSD before scheduling the reservation, manpower, and resources. All overtime expenses are to be paid for by the requesting agencies. The requesting agency must also provide for security at each site.

NOTE: the Kalanimoku VCC and the Kakuhihewa VCC are NOT available for after hours videoconferences.

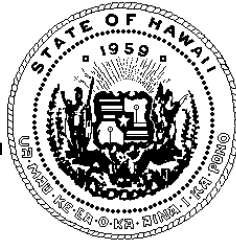
13. Users must provide their own blank/prerecorded videotapes.
14. Laptops for presentations, and photocopying services **are not** provided by ICSD.

Appendices

Appendix A - Blank Reservation Request Form (ICSD-196) w/ instructions



Information and Communication Services Division
REQUEST TO RESERVE THE VIDEO
CONFERENCING CENTERS



For Official Use Only

Confirmation Date	Confirmation Number
Confirmed By	

Requested Reservations are for video conference meetings scheduled during the regular work week, between the hours of 8am and 4pm.

- Complete blocks 1 thru 14 (15 -17 if canceling). Please type or print legibly.
- Signed requests must be received by the ICSD Assistance Center within 48 hours after making telephone reservations in order to receive conference confirmation. Please FAX signed form to 586-1882, **ATTN: Assistance Center**
- If you have any questions on the filling out of the form refer to the instruction page on back of form.

1. Date Submitted (MM/DD/YYYY)		2. Video Conference Date (MM/DD/YYYY)		3. Time of Video Conference (use AM or PM)	
				FROM: TO:	
4. Person Requesting Reservation			5. Email Address of Requestor		
6. Department, Division, Branch			7. Telephone Number / Extension		8. FAX Number
9. Brief Description of Video Conference					
10. Site / Site Contact Information				SITE CONTACT	
SITES	<input type="checkbox"/> Oahu – Kakuhihewa Bldg. (Kapolei) <input type="checkbox"/> Oahu – Kalanimoku Bldg. (Punchbowl & Beretania) <input type="checkbox"/> Oahu – Kapuaiwa Bldg. (Punchbowl & Queen) <input type="checkbox"/> Oahu – Keoni Ana Bldg. (Beretania & Alakea) <input type="checkbox"/> Big Island, Hilo – State Office Bldg. <input type="checkbox"/> Kauai, Lihue – State Office Bldg. <input type="checkbox"/> Maui, Wailuku – Judiciary Bldg.				
• Enter External site info. If the external site requires a physical dial out connection to a site outside of ICSD's VCCs then you will be assessed a fee. In <i>block 11 Special Instructions</i> , write the words "ISDN DIAL OUT" followed by the ISDN phone number to include area code. • Fill out and submit form C-196-A (VCC Dial Out Billing Agreement)					
SITE		SITE CONTACT		VCC PHONE NO.	
<input type="checkbox"/> External 1 <input type="checkbox"/> External 2 <input type="checkbox"/> External 3					
11. Special Instructions					
12. Supervisor's Name (Print Name)			13. Supervisor Authorizing Signature		14. Date
ITEMS 15 – 17 IF CANCELING VCC RESERVATION, THEN RESUBMIT		15. Date Canceled	16. Canceled by (Print name)		17. Canceled by (Signature)
FOR ASSISTANCE CENTER USE ONLY					
CONFIRM CONFERENCE CANCELLATION			18. Confirmed Cancel Date	19. Confirmed by (Initial)	

Instructions to Complete ICSD Form C-196

Requestor fills out

1. **DATE SUBMITTED (MM/DD/YY)** – The date the request form is submitted to ICSD.
2. **VIDEO CONFERENCE DATE (MM/DD/YY)** – The date the video conference is to be held.
3. **TIME OF VIDEO CONFERENCE** – The time the video conference will begin and end. Use AM or PM. VCC business hours are 8am - 4pm M-F non-holidays. Special arrangements must be made for use during non-business hours.
4. **PERSON REQUESTING RESERVATION** – The name of the person reserving the video conference center(s). This person does not have to be a participant in the conference. However, this person will be the overall point of contact should something arise and a conference need to be rescheduled or cancelled.
5. **EMAIL ADDRESS OF REQUESTOR** – requestor's email address will be used as an additional method for contact.
6. **DEPARTMENT, DIVISION, BRANCH** – The requestor's department, division, and branch.
7. **TELEPHONE NUMBER AND EXTENSION** – The requestor's telephone number and extension.
8. **FAX NUMBER** – The fax number of the requestor.
9. **BRIEF DESCRIPTION OF VIDEO CONFERENCE** – Write a brief description on the purpose of the video conference. If more space is needed use block 11 Special instructions.
10. **SITE / SITE CONTACT INFO** – Place an "H" in the box of the site that will be the Host site. Check the boxes of all other site(s) which will be used in the video conference. Next to each selected site name, under site contact, list the name of the person who will be the site contact. This person is required to be physically present at the site on conference day. Should the Assistance Center need to contact a site during a conference, then the Site Contact will be asked for by name.

EXTERNAL SITE(S) – VCCs outside of the ICSD's VCC network are considered External. List the location of the site(s) and check the boxes labeled External 1 – 3. Include the name of the

person who will be presiding over the designated site used in the video conference, and the VCC phone number.

NOTE: *A fee will be assessed to the user if ICSD has to dial out to connect to the External Site. User enters "ISDN DIAL OUT" followed by the ISDN area code and phone number in block 11. Additionally user must complete form C-196-A and submit form. If form C-196-A is not submitted with form C-196 then the external connection will not be made.*

Location	Seating Capacity
Kakuhihewa Bldg.	24
Kalanimoku Bldg.	12 - 15
Kapuaiwa Bldg.	24
Keoni Ana Bldg.	43
Hilo State Office Bldg.	12 - 15
Wailuku Judiciary Bldg.	12 - 15
Lihue State Office Bldg.	12 - 15

11. **SPECIAL INSTRUCTIONS** – Write a brief description on any special needs you may have for the conference, understanding that not all requests can be fulfilled due to limited resources. Example, extra chairs, white projector screen, etc.
12. **SUPERVISOR'S NAME** – Print name of requestor's supervisor.
13. **SUPERVISOR'S SIGNATURE** – Requestor's supervisor's signature approves and acknowledges scheduling of conference for government business.
14. **DATE AUTHORIZED** – Date signed by supervisor.

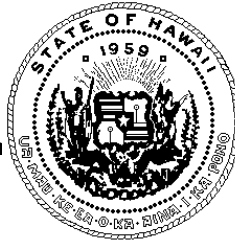
For Requestor to fill out and resubmit if canceling a conference

15. **DATE CANCELED** – Date submitting cancellation notice.
16. **CANCELED BY** – Printed name of the person canceling the conference.
17. **CANCELED BY SIGNATURE** – Signature of the person canceling the conference.

Appendix B - Example of a Completed Reservation Request Form



Information and Communication Services Division
REQUEST TO RESERVE THE VIDEO
CONFERENCING CENTERS



For Official Use

Confirmation Date	Confirmation Number
Confirmed By	

Requested Reservations are for video conference meetings scheduled during the regular work week, between the hours of 8am and 4pm.

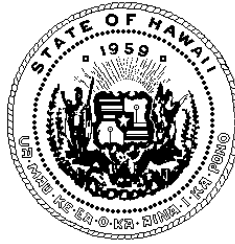
- Complete blocks 1 thru 14 (15 -17 if canceling). Please type or print legibly.
- Signed requests must be received by the ICSD Assistance Center within 48 hours after making telephone reservations in order to receive conference confirmation. Please FAX signed form to 586-1882, **ATTN: Assistance Center**
- If you have any questions on the filling out of the form refer to the instruction page on back of form.

1. Date Submitted (MM/DD/YYYY) 04/02/2001		2. Video Conference Date (MM/DD/YYYY) 06/07/2001		3. Time of Video Conference (use AM or PM) FROM: 8:00am TO: 11:30am		
4. Person Requesting Reservation Rick Hunter			5. Email Address of Requestor rick_hunter@macross.com			
6. Department, Division, Branch DOD / Force Protection Div			7. Telephone Number / Extension 983-3211		8. FAX Number 983-3212	
9. Brief Description of Video Conference Controlling Dengue Fever at its source						
10. Site / Site Contact Information			SITE CONTACT			
SITES	<input checked="" type="checkbox"/> Oahu – Kakuhihewa Bldg. (Kapolei)			Rodney Rippy		
	<input checked="" type="checkbox"/> Oahu – Kalanimoku Bldg. (Punchbowl & Beretania)			Donna Ugatawana		
	<input type="checkbox"/> Oahu – Kapuaiwa Bldg. (Punchbowl & Queen)					
	<input type="checkbox"/> Oahu – Keoni Ana Bldg. (Beretania & Alakea)					
	<input checked="" type="checkbox"/> Big Island, Hilo – State Office Bldg.			Kent Yudaman		
	<input checked="" type="checkbox"/> Kauai, Lihue – State Office Bldg.			Debbie Ugogirl		
	<input checked="" type="checkbox"/> Maui, Wailuku – Judiciary Bldg.			Mike Weahustay		
	<ul style="list-style-type: none"> • Enter External site info. If the external site requires a physical dial out connection to a site outside of ICSD's VCCs then you will be assessed a fee. In <i>block 11 Special Instructions</i>, write the words "ISDN DIAL OUT" followed by the ISDN phone number to include area code. • Fill out and submit form C-196-A (VCC Dial Out Billing Agreement) 					
	SITE			SITE CONTACT		VCC PHONE NO.
	<input checked="" type="checkbox"/> External 1	Kealakehe Elementary School		Wayne Wasu		937-5300
<input type="checkbox"/> External 2						
<input type="checkbox"/> External 3						
11. Special Instructions ISDN DIAL OUT – (808) 587-1900						
12. Supervisor's Name (Print Name) Ben I. Daboss			13. Supervisor Authorizing Signature Ben I. Daboss		14. Date 04/04/2001	
ITEMS 15 – 17 IF CANCELING VCC RESERVATION, THEN RESUBMIT		15. Date Canceled	16. Canceled by (Print name)		17. Canceled by (Signature)	
FOR ASSISTANCE CENTER USE ONLY						
CONFIRM CONFERENCE CANCELLATION			18. Confirmed Cancel Date		19. Confirmed by (Initial)	

Appendix C – Blank Dial-out Billing Form (ICSD-196-A) w/ instructions



Information and Communication Services Division
**VCC DIAL OUT
BILLING INFORMATION FORM**



For Official Use Only

Confirmation Date	Confirmation
Confirmed By	

- This form must be submitted with ICSD form C-196 (Request to Reserve the Video Conferencing Centers) if external site requires a dial out to make connection. If form is not submitted with form C-196, then the external connection will not be made. See back of form for information on charges.
- Requests must be received by the ICSD Assistance Center within 48 hours after making telephone reservations in order to receive conference confirmation. Please FAX completed form to 586-1882, **ATTN: Assistance Center**

INSTRUCTIONS (print or type legibly):

Block 1. Date of VCC Dial Out – The date of the video conference

2. Time of VCC – The time of the video conference

3. Dial Out Phone Number – The phone number (including area code) needed to dial out and make the connection with the other VCC. This number is given to you by the receiving VCC. It will also be referred to for billing purposes.

4. Name of Person to bill – Name of the person that the bill will be sent to.

5. Telephone Number / Extension – The telephone number of the person entered in block 4.

6. Department, Division, Branch – The department, division, and branch of the person in block 4.

7, 8, 9 & 10 Street Address – Enter the address of where the bill will be sent. Make sure to list room, suite, and building if applicable.

1. Date of VCC Dial Out (MM/DD/YYYY)	2. Time of VCC (use AM or PM) FROM: TO:	3. Dial Out Phone Number (Area Code) ### - ####
4. Name of Person to bill		5. Telephone Number / Extension
6. Department, Division, Branch		
7. Street Address		
8. City	9. State	10. Zip Code

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ISDN USAGE FEES

The figures below are to be used for cost estimating purposes for dial out connections to VCCs (video conferencing centers) outside of the ICSD VCC network.

The dollar figure that you come up with can be used in justifying the ISDN connection charges for a video conference. Understand that when you receive your bill it will not be exactly as you calculated, however, it should be close.

Type	Description	Per minute rate
Oahu calls	Calls to non-ICSD VCCs within island of Oahu	5 cents / 1 st min 1 cent / additional min
Outer-island	Calls to non-ICSD VCCs to islands of Kauai, Maui, Molokai, Lanai, Big Island	15 cents
Out of state *	Any VCC outside of Hawaii, but within the United States and its territories	20 cents

* Does not include international

- Dial out to outer island VCCs average **14 cents to 15 cents** per minute per ISDN line.
- Dial out to VCCs in other states outside of Hawaii average **18 cents to 20 cents** per minute per line.

There are 6 ISDN lines needed for a connection to a VCC site, therefore, you need to multiply the per minute rate by 6 to get the total cost per minute of connection.

Example:

You want to connect to a VCC site on Kauai and have opted to pay for the connection. The total time you expect to be in conference is 210 minutes (3 hours 30 minutes).

\$0.15 per minute X 6 ISDN lines = \$0.90 per minute of connection

\$0.90 per minute of connection X 210 minutes = \$189.00 amount to be billed to your dept.

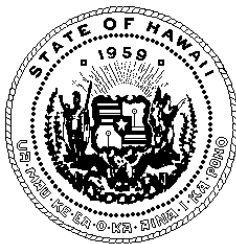
Note: costs above do not include tax, so you will need to factor in tax when doing cost estimation.

If you have further questions call 586-1930, reference VCC ISDN dial out charges.

Appendix D - Example of a Completed Dial Out Billing Form



Information and Communication Services Division
**VCC DIAL OUT
BILLING INFORMATION FORM**



For Official Use Only

Confirmation Date	Confirmation
Confirmed By	

- This form must be submitted with ICSD form C-196 (Request to Reserve the Video Conferencing Centers) if external site requires a dial out to make connection. If form is not submitted with form C-196, then the external connection will not be made. See back of form for information on charges.
- Requests must be received by the ICSD Assistance Center within 48 hours after making telephone reservations in order to receive conference confirmation. Please FAX completed form to 586-1882, **ATTN: Assistance Center**

INSTRUCTIONS (print or type legibly):

Block 1. Date of VCC Dial Out – The date of the video conference

2. Time of VCC – The time of the video conference

3. Dial Out Phone Number – The phone number (including area code) needed to dial out and make the connection with the other VCC. This number is given to you by the receiving VCC. It will also be referred to for billing purposes.

4. Name of Person to bill – Name of the person that the bill will be sent to.

5. Telephone Number / Extension – The telephone number of the person entered in block 4.

6. Department, Division, Branch – The department, division, and branch of the person in block 4.

7, 8, 9 & 10 Street Address – Enter the address of where the bill will be sent. Make sure to list room, suite, and building if applicable.

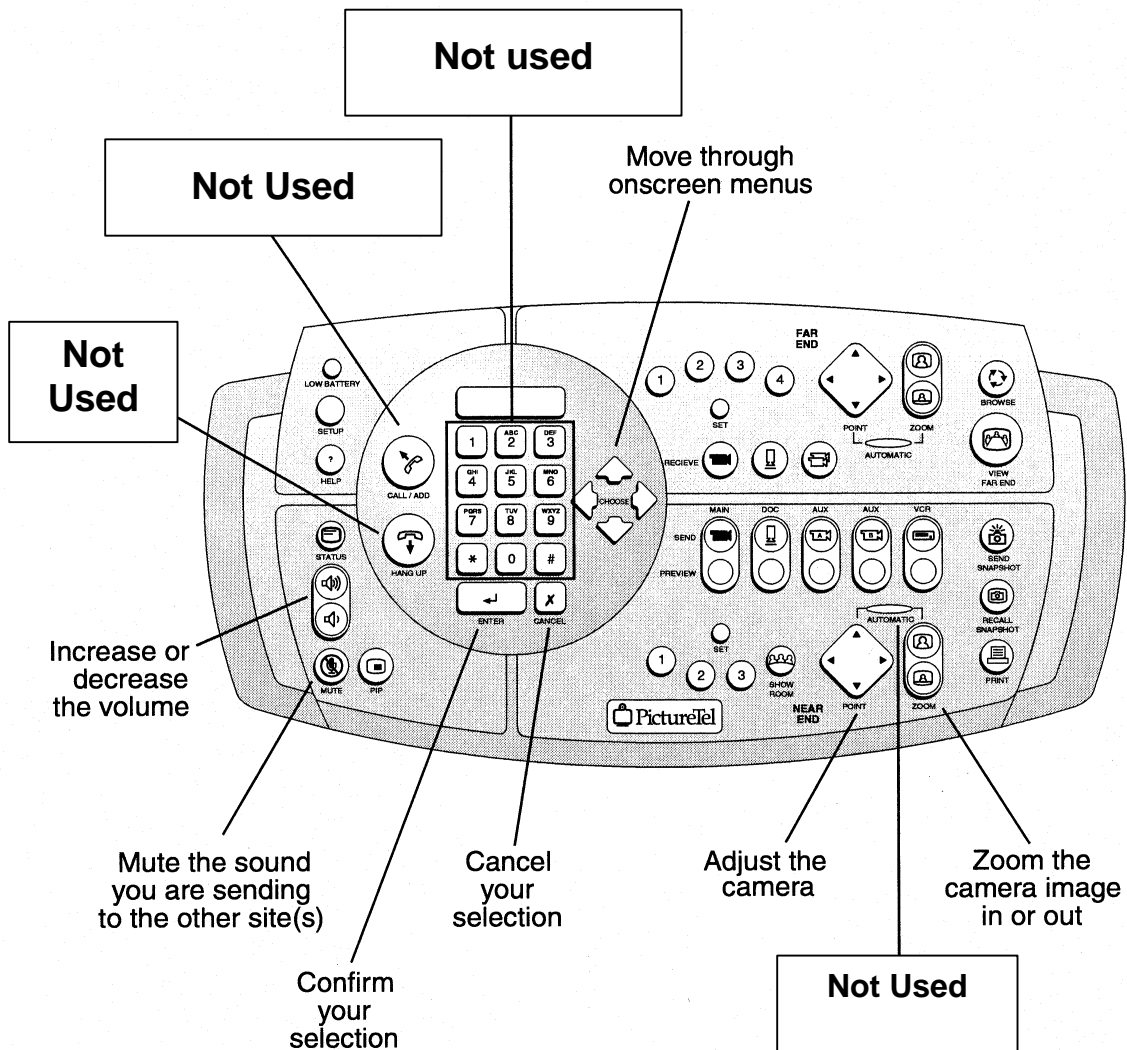
1. Date of VCC Dial Out (MM/DD/YYYY) 06/07/2001	2. Time of VCC (use AM or PM) FROM: 8:00am TO: 11:30am	3. Dial Out Phone Number (Area Code) ### - #### (808) 587-1900
4. Name of Person to bill Mayda Money		5. Telephone Number / Extension 586-7890
6. Department, Division, Branch DOD / Fiscal Divison		
7. Street Address 3949 Diamond Head Road Room 104		
8. City Honolulu	9. State Hawaii	10. Zip Code 96816

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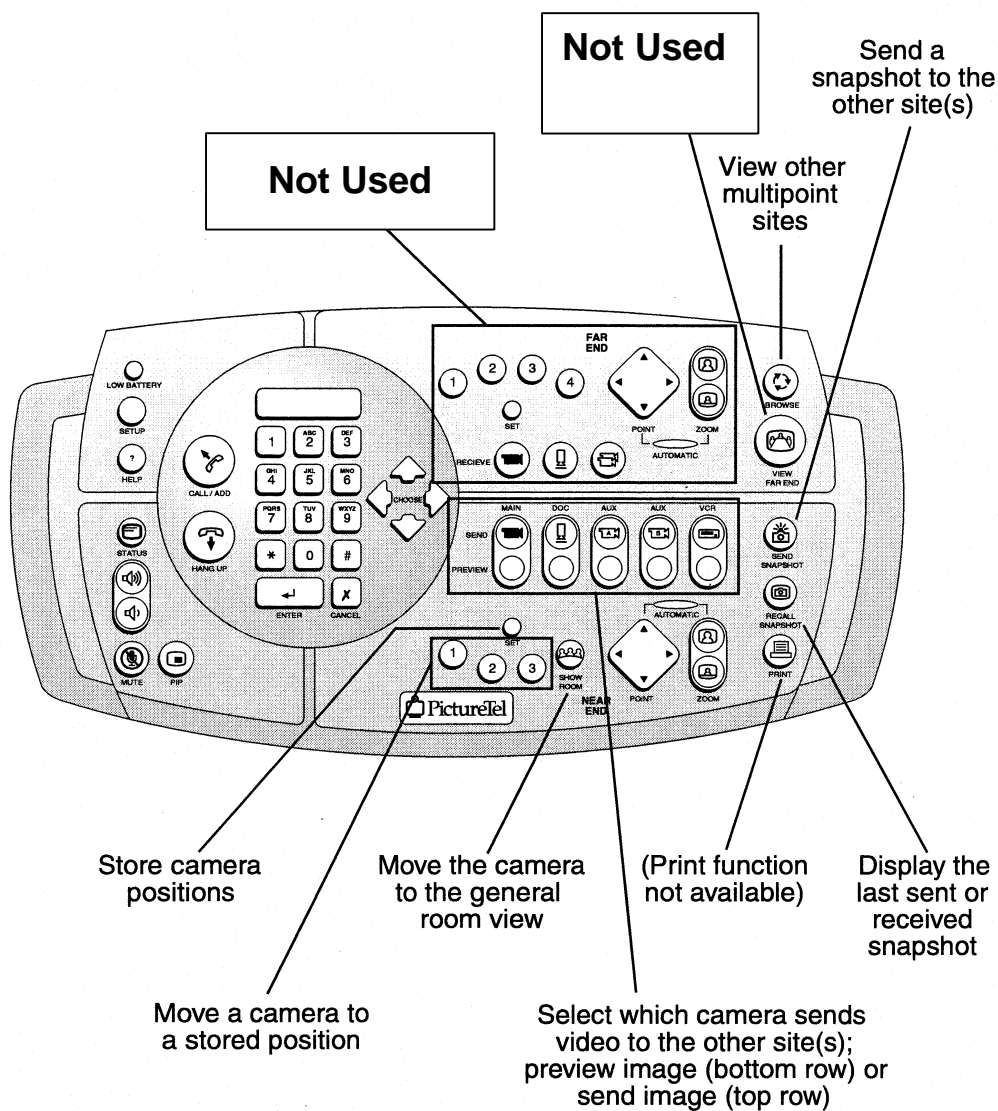
Appendix E - Diagram of Wireless Keypad

Wireless Keypad Overview

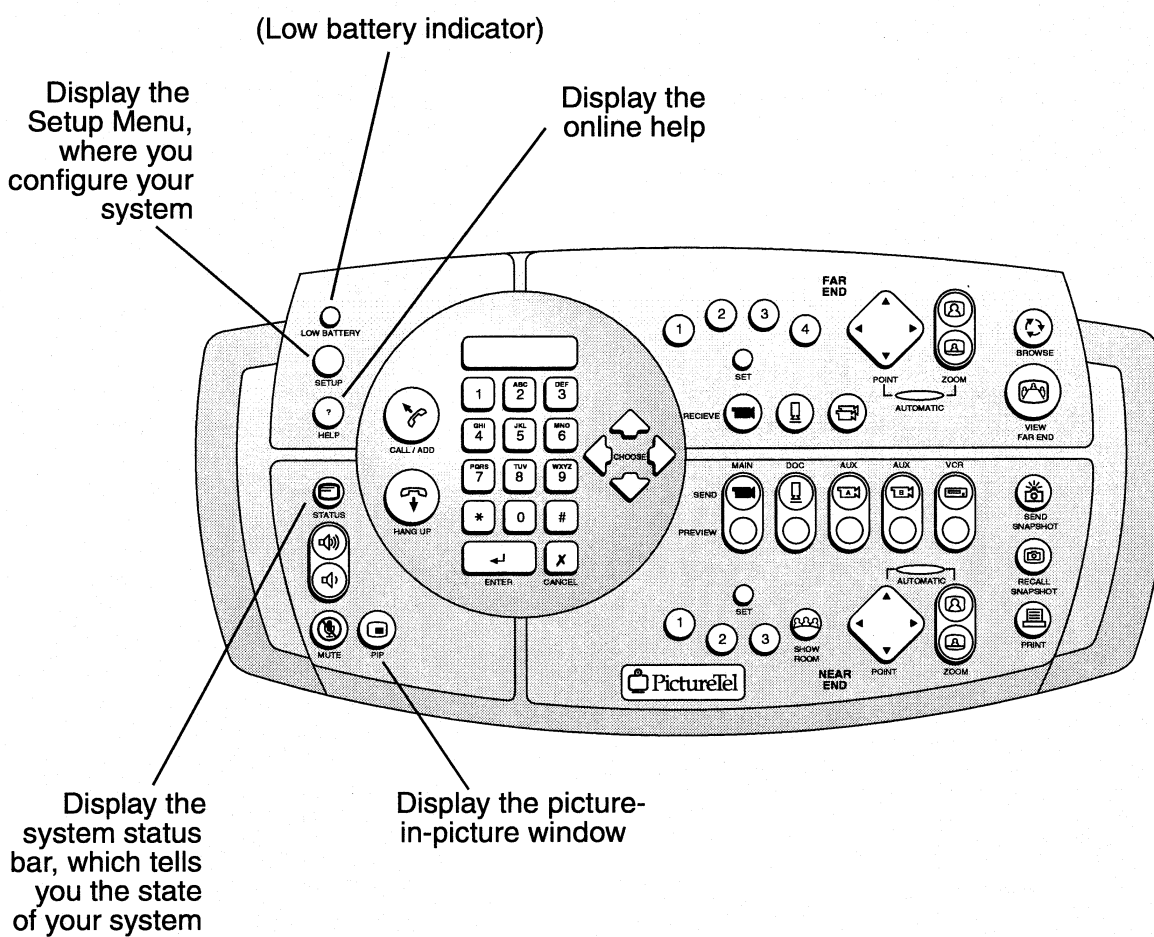
Here are the most commonly used buttons on the wireless keypad:



Here are some of the buttons that you will probably use less frequently. These are located in the NEAR END and FAR END sections of the wireless keypad:



Here are the other buttons on the wireless keypad that you will probably use less frequently:



Appendix F – Changing Batteries

The keypad is a wireless unit that is powered by four AA batteries. Due to the frequency of usage, the keypad will eventually require its batteries to be changed. Because it is not feasible for someone from ICSD to come to the VCC site and change the batteries out, ICSD seeks the assistance of the user.

Should the batteries require changing call the Assistance Center at 586-1900. They will tell you where find the spare batteries. Once you have the spare batteries look for the battery compartment on the keyboard. Turn the keyboard controller over so that you are looking at the bottom of it (see figure below).

1. Remove the cover and pay attention to the original placement of the batteries.
2. Remove the old batteries.
3. Put in the new batteries.
4. Close the cover.
5. Right side the keypad. Controls should now work.

